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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose a competitor of AT&T because of litany of service issues and additional services added to my bill without my consent. The last straw happened when they "lost" my email account for 3 months!

I found a competitor for internet and phone service (Sonic) that met our needs without the constant issues we experienced from AT&T. Many of our neighbors made the switch too! This was a hot topic on our Nextdoor app since so many people experienced similar issues with AT&T.

Competition is vitally important in the broadband service market given the needs for faster speeds in our increasing connected lives. Without competition, we are hostage to rate hikes and poor customer service.

Even in Pasadena, California, we have few options for internet and phone service without cable television. It is critical that the FCC promote broadband competition to serve the home, business and educational needs of our communities.

Thank you.

Trina Chen